

W-01431A-09-0360



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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80660

Date: 7/28/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By: Kathy

Scott

Account Name: Kathy Scott

Home: [REDACTED]

Street: [REDACTED]

Work:

City: Nogales

CBR:

State: AZ

Zip: [REDACTED]

Is:

Utility Company: Valle Verde Water Company

Division: Water

Contact Name: [REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

Customer said that she received a notice from Valle Verde Water Company regarding the proposed rate increase that is being presented to the Arizona Corporation Commission ("ACC"). Customer does not understand as to the reasoning behind this as Valle Verde Water Company is already accessing customers a fee on their current bill and now they are asking for an additional 150% water rate increase? Customer is strongly opposed to this.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I thanked customer for calling and told customer that his opinion would be entered into our database for the record. Also, his opinion will be docketed so that the Commissioners will have an opportunity to read his Opinion prior to rendering their decision. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

End of Comments

Date Completed: 7/28/2009

Opinion No. 2009 - 80660

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ARIZONA CORPORATION COMMISSION

UTILITY COMPLAINT FORM

Investigator: Richard Martinez

Phone: [REDACTED]

Fax: [REDACTED]

Priority: Respond Within Five Days

Opinion No. 2009 80652

Date: 7/28/2009

Complaint Description: 08A Rate Case Items - Opposed
N/A Not Applicable

First:

Last:

Complaint By:

Irma

Coronado

Account Name:

Irma Coronado

Home: [REDACTED]

Street:

[REDACTED]

Work:

City:

Nogales

CBR:

State:

AZ

Zip: [REDACTED]

is:

Utility Company:

Valle Verde Water Company

Division:

Water

Contact Name:

[REDACTED]

Contact Phone: [REDACTED]

Nature of Complaint:

(Docket No. W-01431A-09-0360.)

Customer is opposed to this proposed rate increase of 150%. Customer is very concerned about the fact that this water company was serving TCE in its water sources until the company was caught. Customer believes this company has been mis-manged.

Customer is strongly opposed to this rate increase.

End of Complaint

Utilities' Response:

na

End of Response

Investigator's Comments and Disposition:

I thanked customer for calling and told customer that his opinion would be entered into our database for the record. Also, his opinion will be docketed so that the Commissioners will have an opportunity to read his Opinion prior to rendering their decision. FILE CLOSED.

I emailed this OPINION to Carmen Madrid @ ACC Phoenix Office to have this docketed towards Valle Verde Water Company - Docket No. W-01431A-09-0360.

End of Comments

Date Completed: 7/28/2009

Opinion No. 2009 - 80652